



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**XO Communications Services, Inc.**  
**for Filing Period 4/1/2009 to 6/30/2009**  
**Tracking Number 2812**

**Performance Data - Code Part 730**

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	10.60 *	9.60	6.70	8.97
B. Operator Answer Time - Information Section 730.510(a)(1)	3.90	3.10	3.20	3.40
C. Repair Office Answer Time Section 730.510(b)(1)	48.00	29.00	68.00 *	48.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	329.00 *	220.00 *	128.00 *	225.67 *
E. Percent of Service Installations Section 730.540(a)	98.00 %	82.00% *	92.00 %	91.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	98.00 %	97.00 %	96.00 %	97.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.35	0.36	0.36	0.36
H. Percent Repeat Trouble Reports Section 730.545(c)	4.00 %	4.00 %	4.00 %	4.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	2.00 %	4.00 %	3.00 %	3.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$115.52	\$39.67	\$126.04	\$281.23
B. Number of credits issued for repairs - 24-48 hours	7	4	10	21
C. Number of credits issued for repairs - 48-72 hours	3	4	6	13
D. Number of credits issued for repairs - 72-96 hours	4	2	1	7
E. Number of credits issued for repairs - 96-120 hours	4	3	4	11
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

At this time XO is unable to provide data for Sections 730(J) and (K);732.30(a)(F) through 732.30(a)(H);732.30(b) and Section 732.30(c),but hopes to do so in the future.